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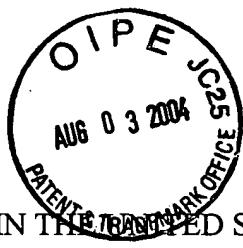
<b>TRANSMITTAL FORM</b>  (to be used for all correspondence after initial filing)	Application Number	10/643,091	
	Filing Date	August 19, 2003	
	First Named Inventor	Steven Knowles	
	Art Unit	3753	
	Examiner Name	Gerald A. Michalsky	
Total Number of Pages in This Submission	8	Attorney Docket Number	14921.0011 C1

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Attorney's Docket No.: 14921.0011 C1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Steven Knowles et al.                      Art Unit : 3753  
Serial No. : 10/643,091                                      Examiner : Michalsky  
Filed : August 19, 2003  
Title : SERVICE SYSTEM AND METHOD

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AMENDMENT IN REPLY TO ACTION OF MAY 3, 2004

Please amend the above-identified application as follows: